

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:
Case: 04-0535

ORIGINAL

Regarding a complaint by (Person making the complaint): Earline Ruffin
Against (Utility name): People Energy Gas Light & Coke Company
As to (Reason for complaint) People Energy denied me service based on a previous tenant bill
in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 5835 W Washington Blvd
The service address that I am complaining about is Same Chicago 60644
My home telephone is [773] 793-6679
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 793-6679
(Full name of utility company) People Energy Gas Light & Coke Company (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

I have been deprived of service
discriminated against for something
that was not my doing or knowledge

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

People Energy holds me fully responsible
for the previous tenant bill of
16,932.42 since October 21, 1999 to
April 20, 2004. (Copy Enclosed)

Please clearly state what you want the Commission to do in this case: I feel that since April
20, 2004 until present, it should be mandatory
service be turned on as soon as possible

Date: August 21, 2004
(Month, day, year)

Complainant's Signature Carline Ruffin

If an attorney will represent you, please give the attorney's name, address, and telephone number. N/A

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Carline Ruffin, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Carline Ruffin

Subscribed and sworn/affirmed to before me on (month, day, year) 8/21/2004.

Terry Sutherland
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.